

**For:** State and County Offices

**Clarifying Receipt for Service (RFS) During COVID-19**

**Approved by:** Acting Associate Administrator

*Kathy J. Sayers*

**1 Recording RFS for Telephone Calls**

**A 22-AO Policy**

22-AO, subparagraph 33 C provides that RFS is not required for requests made over the telephone, **except** in cases to report NAP notice of loss.

**B COVID-19 Changes**

FSA’s way of doing business has adapted significantly because of the COVID-19 pandemic. FSA is now delivering most programs and services over the telephone. As a result, there is a need to modify the instructions for recording RFS for telephone calls.

The following are updated instructions for recording customer interactions in **Farmers.gov** during the COVID-19 pandemic.

<b>IF the telephone call is...</b>	<b>THEN...</b>
to schedule an appointment	record an RFS.
to work with a producer to complete any business (such as completing a program application, updating Business Partner, accepting a payment, etc.)	
for any other reason (such as directions to Service Center, asking where to find TellSonny, etc.)	<b>do not</b> record an RFS.

**Note:** This guidance is in effect until further notice.

**C Contact**

State Offices will contact Alison Groenwoldt at **alison.groenwoldt@usda.gov** or 202-720-4213 with any questions related to this notice. County Offices will contact their State Office.

<b>Disposal Date</b>	<b>Distribution</b>
January 1, 2021 4-13-20	State Offices; State Offices relay to County Offices